

City of Saint Paul  
**Water Quality Specialists Job Family Competency Matrix**  
 (Each competency builds upon the other as the class series progresses.)

**Effective Date: January 6, 2009**

Classification Titles	Water Quality Specialist I Occupation Code 520 B.U. 06, Grade 009 <a href="#">Salary Info</a>	Water Quality Specialist II Occupation Code 521 B.U. 06, Grade 013 <a href="#">Salary Info</a>	Water Quality Specialist III Occupation Code 611A B.U. 06, Grade 018 <a href="#">Salary Info</a>	Water Quality Supervisor Occupation Code 621A B.U. 09, Grade 025 <a href="#">Salary Info</a>
<b>GENERAL DUTY STATEMENT</b>	Performs entry-level professional work related to Saint Paul Regional Water Systems (SPRWS) by completing routine chemical, bacteriological, and microbiological analyses of the municipal water supply. Plans, assists with, or coordinates water quality research projects. Records test results, analyses, and chemicals used in water treatment. Performs other related duties as required.	Performs intermediate-level professional work related to Saint Paul Regional Water Systems (SPRWS) by completing routine chemical, bacteriological, and microbiological analyses of the municipal water supply. Conducts qualitative and quantitative tests for organic and inorganic constituents of water. Plans, assists with, or coordinates water quality research projects. Performs other related duties as required.	Performs expert-level professional work related to Saint Paul Regional Water Systems (SPRWS) by performing complex research on routine and alternative treatments of water purification, spent lime, and disinfectants. Designs, implements, and maintains water treatment and quality control computerized databases. This position may make water treatment decisions and/or public health decisions in the absence of the Water Quality Supervisor. Performs related duties as required.	Performs expert-level professional and responsible supervisory work related to Saint Paul Regional Water Systems (SPRWS). Establishes and directs the water treatment program. Ensures quality and compliance with the requirements of regulatory agencies. Acts as Assistant Production Plant Manager, assisting in the administration work in the Production Division. Performs related duties as required.
<b>SUPERVISION RECEIVED</b>	Works under the close supervision of a unit supervisor.	Works under the technical supervision of a unit supervisor.	Works under the technical, general, and/or administrative supervision of a unit or division manager.	Works under the general and/or administrative supervision and direction of a manager or a department director.
<b>SUPERVISION EXERCISED</b>	None.	May guide or orient lower-level support, technical, or professional staff.	May exercise technical supervision over lower-level support, technical, or professional staff.	Exercises technical, general, and/or administrative supervision over assigned staff.

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<b>TECHNICAL EXPERTISE:</b>	<p>Demonstrates an understanding of the common principles, terms, procedures, and practices of the drinking water industry. Demonstrates an ability to apply this understanding to identify and resolve routine problems associated within the work</p> <p>Demonstrates an understanding of bacteriological and chemical laboratory methods, techniques, procedures, and equipment to identify and solve basic problems associated with the work.</p> <p>Demonstrates an understanding of job-required software applications, the internet, and department-specific procedures, and utilizes these tools in completing daily assignments.</p> <p>Demonstrates a basic knowledge of and an ability to apply departmental and City policies and procedures.</p> <p>Demonstrates an ability to follow established safety practices, including the proper use and care of City vehicles, equipment and tools.</p> <p>Demonstrates, if required in assigned work area, an ability to be physically active, to repeatedly lift up to twenty (20) pounds safely, and walk for long periods.</p>	<p>Demonstrates an advanced understanding of the principles, terms, procedures and practices of the drinking water industry. Demonstrates an ability to apply this understanding to identify and resolve common problems associated with the work.</p> <p>Demonstrates an advanced understanding of bacteriological and chemical laboratory methods, techniques, procedures, and equipment to identify and solve problems associated with the work.</p> <p>Demonstrates an advanced understanding of job-required software applications, the internet, and department-specific procedures, and utilizes these tools in completing daily assignments.</p> <p>Demonstrates the knowledge and an ability to apply departmental and City policies and procedures.</p> <p>Demonstrates an ability to follow established safety practices, including the proper use and care of City vehicles, equipment and tools.</p> <p>Demonstrates, if required in assigned work area, an ability to be physically active, to repeatedly lift up to twenty (20) pounds safely, and walk for long periods.</p>	<p>Demonstrates an expert understanding of the principles, terms, procedures and practices of the drinking water industry. Demonstrates an ability to apply this understanding to identify and resolve complex problems associated with the work.</p> <p>Demonstrates an expert understanding of bacteriological and chemical laboratory methods, techniques, procedures, and equipment to identify and solve complex problems associated with the work.</p> <p>Demonstrates an expert understanding of job-required software applications, the internet, and department-specific procedures, and utilizes these tools in completing daily assignments.</p> <p>Demonstrates an advanced understanding of current methods of water treatment and water analysis. Demonstrates an understanding of Environmental Protection Agency (EPA) Drinking Water Standards.</p> <p>Demonstrates an advanced knowledge of and an expert ability to apply departmental and City policies and procedures.</p> <p>Demonstrates an ability to train employees in the proper safety practices, including the proper use and care of City vehicles, equipment and tools.</p> <p>Demonstrates, if required in assigned work area, an ability to be physically active, to repeatedly lift up to twenty (20) pounds safely, and walk for long periods.</p>	<p>Demonstrates an expert understanding of the organizational structure of the department and the City, SPRWS standards, the principles, terms, procedures and practices of the drinking water industry. Demonstrates an ability to apply this understanding to identify and resolve the most complex problems associated with the work.</p> <p>Demonstrates knowledge of laws, rules, regulations, standards, policies, and procedures applicable to assigned work. Demonstrates an ability to use this understanding to identify and resolve a full range of complex problems associated with assigned work.</p> <p>Demonstrates an expert understanding of job-required software applications, the internet, and department-specific procedures, and utilizes these tools in completing daily assignments.</p> <p>Demonstrates an expert understanding of water treatment plant operations, processes and procedures. Demonstrates this understanding by establishing and directing the water treatment program.</p> <p>Demonstrates an ability to train employees in the proper safety practices, including the proper use and care of City vehicles, equipment and tools.</p> <p>Demonstrates, if required in assigned work area, an ability to be physically active, to repeatedly lift up to twenty (20) pounds safely, and walk for long periods.</p>

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<p style="text-align: center;"><b>PROJECT &amp; PROGRAM MANAGEMENT, PRIORITIZATION, PLANNING, AND FINANCES</b></p>	<p>Demonstrates an understanding of the priorities, goals, and objectives of project assignments and an understanding of the SPRWS’ mission and vision to perform assigned work.</p> <p>Demonstrates an ability to resolve routine problems, ask for help, or notify the supervisor of problems that cannot be resolved or decisions that need to be made.</p> <p>Demonstrates an ability to plan, coordinate, and monitor assigned work.</p> <p>Demonstrates an ability to plan and prioritize own work, meet deadlines, and adhere to work schedule and hours assigned. Demonstrates an ability to be flexible and adaptable to changes in work assignments.</p>	<p>Demonstrates a complete understanding of the priorities, goals, and objectives of project assignments and an understanding of the SPRWS’ mission and vision to perform assigned work.</p> <p>Demonstrates an ability to resolve the full range of problems, ask for help, or notify the supervisor of problems that cannot be resolved or decisions that need to be made.</p> <p>Demonstrates an ability to plan, coordinate, monitor, and manage assigned work. Demonstrates an ability to define and measure results.</p> <p>Demonstrates an ability to plan and prioritize own work, coordinate assigned work of others, meet deadlines, and adhere to work schedule and hours assigned. Demonstrates an ability to be flexible and adaptable to changes in work assignments.</p>	<p>Demonstrates an advanced understanding of the priorities, goals, and objectives of project assignments and an understanding of the SPRWS’ mission and vision to perform assigned work.</p> <p>Demonstrates an ability to resolve complex problems associated with the assigned work.</p> <p>Demonstrates expert ability to conduct research, to analyze data and prepare conclusions, and to prepare reports and recommendations.</p> <p>Demonstrates an ability to plan and prioritize own work, coordinate assigned work of others, meet deadlines, and adhere to work schedule and hours assigned. Demonstrates an ability to be flexible and adaptable to changes in work assignments.</p> <p>Demonstrates expert ability to recommend, plan, implement, and evaluate water treatment program upgrades and projects in the watershed, reservoirs, distribution system, and treatment plant.</p> <p>Demonstrates expert ability to design and maintain computerized databases and to use a laboratory management information system.</p>	<p>Demonstrates an expert understanding of the priorities, goals, and objectives of the department. Demonstrates an expert understanding of the operations, and an understanding of the SPRWS’ mission and vision to apply to the work to achieve desired goals and objectives.</p> <p>Demonstrates an ability to coach others in problem solving and decision making processes.</p> <p>Demonstrates an ability to anticipate and resolve the most complex issues or to supervise others involved in complex projects and assignments.</p> <p>Demonstrates an ability to identify, use appropriate methods and resources necessary, to complete the most complex assignments.</p> <p>Demonstrates an ability to effectively and thoroughly analyze and organize detailed and complex information.</p> <p>Demonstrates an ability to identify and resolve the most complex challenges associated with the operations of SPRWS.</p> <p>Demonstrates an ability to proactively supervise others in maintaining quality drinking water systems, processes, procedures, and records.</p>

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COMMUNICATION	<p>Demonstrates an ability to effectively listen, speak, write, and interact tactfully in a work group or with the public.</p> <p>Demonstrates an ability to follow detailed oral and written instructions.</p> <p>Demonstrates an understanding of and respect for the diversity of customers and co-workers.</p> <p>Demonstrates an ability to produce written and supporting visual material that is easily understood by the intended audience/reader.</p>	<p>Demonstrates an advanced ability to effectively listen, speak, write, and interact tactfully in a work group or with the public. Demonstrates an advanced verbal and written ability to work collaboratively with citizens, contractors, and department staff.</p> <p>Demonstrates an ability to follow complex oral and written instructions.</p> <p>Demonstrates an understanding of and respect for the diversity of customers and co-workers.</p> <p>Demonstrates an advanced ability to produce written and supporting visual material that is easily understood by the intended audience/reader.</p>	<p>Demonstrates an expert ability to effectively listen, speak, write, and interact tactfully in a work group or with the public. Demonstrates expert verbal and written ability to work collaboratively with citizens, contractors, and department staff.</p> <p>Demonstrates an ability to follow more complex oral and written instructions.</p> <p>Demonstrates an understanding of and respect for the diversity of customers and co-workers.</p> <p>Demonstrates an expert ability to interact effectively with other divisions, city departments, water treatment facilities, and the community.</p>	<p>Demonstrates an expert ability to effectively listen, speak, write, and interact tactfully in a work group or with the public.</p> <p>Demonstrates expert verbal and written ability to work collaboratively with citizens, contractors, and department staff.</p> <p>Demonstrates an ability to consistently follow complex oral and written instructions from supervisors or departmental staff.</p> <p>Demonstrates an understanding of and respect for the diversity of customers and co-workers.</p> <p>Demonstrates an expert ability to coordinate and develop positive working relationships and an ability to influence internal and external customers</p>

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<b>Teamwork, Leadership, and/or Management</b>	<p>Demonstrates an ability to be an effective team member and accomplish the team's assignments within an agreed-upon time line and established standards.</p> <p>Demonstrates effective team membership by being self motivated, accepting of assignments, and asking for or offering assistance to team members.</p> <p>Demonstrates an understanding of the specific roles, responsibilities, and expectations of employees within the team.</p> <p>Demonstrates self management and accountability to assigned work unit team by exhibiting flexibility and adaptability, maintaining a positive work image, and producing quality work products in a timely manner.</p>	<p>Demonstrates an ability to support team efforts by communicating and coordinating with internal staff and team members to effectively prioritize assigned tasks.</p> <p>Demonstrates effective team membership by showing initiative, including finding additional work to do when work is completed, being self motivated, accepting of assignments, and asking for or offering assistance to team members.</p> <p>Demonstrates anticipatory leadership by understanding specific roles, work responsibilities of others, and anticipating how to effectively work together to accomplish the team's assigned tasks.</p> <p>Demonstrates an understanding of and an ability to guide co-workers to achieve desired results.</p> <p>Demonstrates an ability to be punctual, adaptable, and accountable in daily work assignments. Demonstrates an ability to self manage time and appropriately prioritize work assignments.</p> <p>Demonstrates an ability to make decisions independently and as a part of the group decision-making process.</p> <p>Demonstrates effective team membership by being self-motivated, accepting of assignments, and routinely taking the initiative to take on projects or other work assignments.</p>	<p>Demonstrates an ability to support the efforts of the team by consistently modeling a positive, proactive work ethic exhibited by embracing role as an employee and supporting the organization's goals.</p> <p>Demonstrates effective team membership by being self motivated, showing initiative, including finding additional work to do when work is completed, managing assignments independently, adhering to work rules, and working within the team to create and maintain a positive image of the City.</p> <p>Demonstrates anticipatory leadership by understanding specific roles and responsibilities of others within the City and the department, using this information to effectively accomplish goals and objectives, and assisting other members of the team.</p> <p>Demonstrates leadership abilities by sharing expertise and knowledge with lower-level employees and working with management to improve processes, systems, and procedures.</p> <p>Demonstrates an ability to assist in determining group performance standards and in monitoring individual and group progress.</p> <p>Demonstrates an ability to provide constructive feedback, train, and coach co-workers in project assignments.</p>	<p>Demonstrates an ability to support the efforts of SPRWS and the City by managing the efforts, behavior, and quality of assigned work produced by their assigned units.</p> <p>Demonstrates an ability to create and maintain a positive working environment by understanding the team members' capabilities and interests, sharing expertise with team members, modeling appropriate work practices, and developing a trusting work relationship with the team members.</p> <p>Demonstrates an ability to manage the unit's priorities and work performance to achieve desired results. Demonstrates an ability to compile, manage, and report data that monitors performance.</p> <p>Demonstrates an ability to set expectations and provide training, development, coaching, and mentoring for employees. Demonstrates an ability to conduct consistent, fair, and equitable performance evaluations.</p> <p>Demonstrates an ability to establish and maintain a positive working relationship with their supervisor and unit employees, maintaining two-way communications, producing consistent results, advocating for the unit when appropriate, and offering their expertise to improve processes, systems, and the organization.</p> <p>Demonstrates leadership ability by internalizing the goals of SPRWS organization and effectively implementing strategic and tactical work plans. Demonstrates an ability to balance the responsibility to the units they lead and their responsibilities as a member of the management team.</p>

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<b>CUSTOMER SERVICE</b>	<p>Demonstrates an understanding of the SPRWS mission, vision and associated customer service standards and an ability to apply those in day-to-day customer service interaction.</p> <p>Demonstrates an ability to learn from coworkers on how to handle customer complaints, questions, or inquiries.</p>	<p>Demonstrates an understanding of the SPRWS mission, vision and associated customer service standards and an ability to apply those in day-to-day customer service interaction.</p> <p>Demonstrates a commitment to continuously improve customer service.</p>	<p>Demonstrates an understanding of the SPRWS mission, vision and associated customer service standards and an ability to apply those in day-to-day customer service interaction.</p> <p>Demonstrates a commitment to continuously improve customer service.</p>	<p>Demonstrates an expert understanding of the SPRWS customer service mission, vision and standards and an ability to apply the understanding by consistently working to provide a positive example.</p> <p>Demonstrates an ability to promote customer service excellence by recognizing and implementing effective customer service delivery strategies.</p>
Requirements				
<b>EDUCATION, CERTIFICATION, &amp; REGISTRATION</b>	<p>Bachelor's Degree in Chemistry, Microbiology, Biology, Environmental Engineering, or closely related field.</p> <p>Graduates in Biology must have at least four (4) semester credits in Microbiology.</p> <p>Must possess a valid Minnesota Class D Driver's License, or equivalent out-of-state driver's license. The driver's license must have no suspensions or revocations for driving-related offenses within the two (2) year period prior to the date of appointment. Suspensions for parking-related offenses are excluded.</p>	<p>Bachelor's Degree in Chemistry, Microbiology, Biology, Environmental Engineering or a closely related field; and two years of experience as a Water Quality Specialist I or equivalent; or a Master's Degree in Environmental Engineering.</p> <p>Graduates in Biology must have four (4) semester credits in Microbiology; Graduates in Biology and Microbiology must have four (4) semester credits in Chemistry. No substitution for education.</p> <p>Must possess a valid Minnesota Class D Driver's License, or equivalent out-of-state driver's license. The driver's license must have no suspensions or revocations for driving-related offenses within the two (2) year period prior to the date of appointment. Suspensions for parking-related offenses are excluded.</p>	<p>Bachelor's degree in Chemistry, Biology, Microbiology, Environmental Engineering or a closely related field; and six (6) years of experience in a water laboratory, at least two years of which must have been as a Water Quality Specialist II or equivalent.</p> <p>Graduates in Biology must have at least four (4) semester credits in Microbiology; Graduates in Biology or Microbiology must have at least eight (8) semester credits in Chemistry. No substitution for education.</p> <p>Must possess a valid Minnesota Class D Driver's License, or equivalent out-of-state driver's license. The driver's license must have no suspensions or revocations for driving-related offenses within the two (2) year period prior to the date of appointment. Suspensions for parking-related offenses are excluded.</p>	<p>Bachelor's degree in Chemistry, Biology, Microbiology, Environmental Engineering or a closely related field; eight (8) semester credits in management or supervisor training within two (2) years of appointment; six (6) years of experience in a water laboratory, at least two years of which must have been as a Water Quality Specialist III or equivalent.</p> <p>Graduates in Biology must have at least four (4) semester credits in Microbiology; Graduates in Biology or Microbiology must have at least eight (8) semester credits in Chemistry. No substitution for education.</p> <p>Must possess a valid Minnesota Class D Driver's License, or equivalent out-of-state driver's license. The driver's license must have no suspensions or revocations for driving-related offenses within the two (2) year period prior to the date of appointment. Suspensions for parking-related offenses are excluded.</p>